



Retiree Bulletin



Grafenwoehr Welcomes Colonel Avanulas R. Smiley



On behalf of the Retiree Council I would like to welcome and introduce the new USA Garrison Grafenwoehr commander Colonel Avanulas Smiley. The change of command ceremony took place on July 15, which welcomed the US Army Garrison Grafenwoehr's incoming commander, Col Smiley, and bid "Auf Wiedersehen" to our outgoing commander COL Christ Sorenson.

COL Sorenson had commanded the garrison since Aug. 14, 2008. Under the command of Col Sorenson USAG Grafenwoehr was the first garrison to earn the Army's Superior Unit Award. COL Sorenson has been noted for building partnerships and programs between the Army and local German communities. This has made Grafenwoehr one of the Army's best military communities to live, train, and work in. We thank the Sorensens for a job well done and wish them the best at their next duty station.



COL Smiley is a native of Washington State. He was commissioned a lieutenant of Infantry upon graduation from Seattle University in June 1988. His first assignment was to Fort Lewis, Washington where he served in the 9th Infantry Division and 2d Battalion, 75th Ranger Regiment. Following the Infantry Advanced Course, COL Smiley served in various command and staff assignments to include command of, C Company, 1st Battalion, 503rd Infantry Regiment, 2d Infantry Division, Camp Hovey, Korea; Commander, United Nations Honor Guard Company, Yongsan Army Garrison; and Commander A Company, 1st Battalion, 75th Ranger Regiment. He graduated from the Marine Command and Staff College and returned to Fort Lewis and 2d Ranger Battalion where he served as the Operations and Executive Officer. Following a Joint Tour at Special Operations Command Europe in Stuttgart, Germany, COL Smiley commanded the 1st Battalion, 23rd Infantry Regiment, 3rd Stryker Brigade Combat Team at Fort Lewis. After graduating from the National War College, COL Smiley served as the Chief of Operations for IMCOM prior to his arrival at Grafenwoehr. His education includes an undergraduate degree in Criminal Justice from Seattle University, and a Master of Military Science degree from Marine Command and Staff College and a Masters in National Security Strategy from the National War College. COL Smiley has deployed in support of OIF, OEF and in support of the 2004 Summer Olympics in Athens Greece. His awards and decorations include the Bronze Star with "V" device, Bronze Star Medal with 3 oak leaf clusters, the Defense Meritorious Service Medal, among other campaign, service, and achievement decorations. COL Smiley has earned the Combat Infantryman's Badge, the Expert Infantryman's Badge, the Ranger Tab, the Master Parachutist Badge, and the Pathfinder Badge.

August, 2010



Retiree Council President's Remarks Sgt Maj (Ret) Dave Stewart

I am completing my second year as the President of the Garrison Retiree Council and thought I'd take the opportunity to tell you about the structure and mission of our Council. Basically we're here to assist retirees and widows

as an extension of support for the Garrison Retirement Services Officer.

The Council is not a social organization. We have 10 voting members from Officer and Enlisted Ranks. All are retirees, some are still working for the Government as Civilians and others are permanently retired, no longer falling under SOFA protection and living permanently in Germany. We have two sub councils in Berlin and Garmisch that are led by retired Lieutenant Colonels. There are 1,500 Retirees in the Garrison footprint. We meet quarterly at the Garrison HQ to discuss issues and seek solutions on problems affecting the Retiree population. And if necessary address these matters up the Garrison Chain of Command. One recent such matter was a conflict of information concerning the procedures on validating the Customs Card that Retirees who live in Germany permanently must carry and present when shopping at the PX or Commissary. This disconnect could have resulted in the termination of shopping privileges for our Retiree Community in Berlin. The Council took this matter which resulted in resolution. In short, AAFES and DECA cashiers should no longer check for the monthly date stamp from the Customs Office and only for the expiration date of the card. However holders are still required to make their monthly tax payments at the local German Customs Office on purchases made in DECA and AAFES facilities.

We are also closely associated with the regional medical leadership in a joint effort to assist retirees and the medical staff on preventive medicine and Tri-Care benefits. We are pleased to report that access to medical care has greatly improved in the last couple of years thanks to the efforts of the various clinic Commanders, who recognize the need to assist retirees whenever they can provide services. However the days of the large military hospitals and specialty care have been greatly reduced. Now even Active Duty Soldiers and their families are being seen at German medical facilities. Retirees should contact the local Tri-Care office for assistance in finding economy medical facilities for their ailments.

Recently we have had retiree representation at the Garrison and Command Army Family Action Plan Conference. We find that this project has extraordinary benefits for retirees as it is a chance for our voice to be heard and perhaps insert issues for consideration.

One new program recently introduced across the Army the Survivor Outreach Service Program. This program is extremely important to assisting widows of deceased retirees who often need help in completing all of the necessary forms associated with death and benefits.

In August we will hold new elections to appoint a new President, VP and Secretary. We will post the results of these elections in the Garrison Newspaper and on the Garrison Web Page. Retirees wishing to be a member of the Retiree Council can contact the RSO at 09641-83-8709. All retired ranks are invited to become a member. You will find council participation rewarding and an excellent way to keep up to date on retiree affairs.

One final word to retirees, please help your spouse while you still can. Ensure your spouse knows where all the important documents are and the points of contact needed to complete all of the important actions associated with a retiree death.

The Retiree Council is always looking for new members to join its ranks. If you would like to have a voice, the retiree council is a good place to start. The Grafenwoehr Retiree Council Members consists of Retirees from the Active Duty Army and Reserve. The Council meets in Bldg 244 Conference Room 239 second floor at 1300 HRS on the second Thursday of March, June, September, and December. For additional information on membership, submitting issues, or attending meetings, contact the Grafenwoehr Retirement Services Office at 09641-838709 or email rsografenwoehr@graf.eur.army.mil

USAG Grafenwoehr U.S. Military Retiree Appreciation Day

When: Friday, 22 Oct 2010

From: 0730 to 1530

Where: Grafenwoehr, building 244

**For details call the (USAG Grafenwoehr
Retirement Service Officer)**

DSN 475-8709 or

Commercial: 09641-83-8709

Have a pay problem?

Need a new Pink Card?

Want to sign up for a mailbox?

Need a new military ID card?

Need to talk to customs?

Update your will?

See the medical and dental folks?

**Even if you don't need assistance, come to
Grafenwoehr and meet other retirees form
your area, make friends, and share survival
tactics for living in Germany.**



Retirement Services Officer (RSO)

Dear Retirees, Annuitants, and Surviving Family Member, Once again Garrison Grafenwoehr is proud to host you as we conduct our annual Retiree Appreciation Day (RAD) October 22, 2010. As in previous years, numerous organizations will be here to provide you guidance and information on the vast array of

services available to you. The information you will receive during our RAD will be beneficial to all of you as you take advantage of your special status as military retirees and family members.

The US Army Garrison Grafenwoehr Retiree Appreciation Day (RAD) Celebration is part of the commander's program to thank military retirees for their past service with our Armed Forces and continued support for our Soldiers. The Grafenwoehr Military Community has scheduled its **RAD for Friday 22 October 2010**. All military retirees from all services and their family members are welcome. There are no requirements for pre-registration or appointments to attend the RAD. This year's RAD will be a great source of the latest information for Retirees and Family members. RADs vary from installation to installation, but, in general, they provide an opportunity to renew acquaintances, listen to guest speakers, renew ID Cards, get medical checkups and access with various other services.

Our theme for the 2010 RAD is Health and Fitness. The Grafenwoehr Health and Dental Clinic will sponsor the RAD by providing services to our retirees and their family on the day of the RAD. The Health and Dental Clinic will open it's doors for services at 7:30 AM.

RAD will kick off Friday morning with an Opening Ceremony at 9:00 AM in the lobby of building 244. After the completion of the ceremony everyone will be invited to visit the information and benefits tables that have been set up by agencies throughout Building 244. We have invited subject matter experts from Army G-1 Retirement Services, Defense Finance and Accounting Service, Combat Related Special Compensation, Veterans Affairs, The Legal Office, Survivor Outreach Program, Army Emergency Relief, and US Customs, just to name a few. Each agency will have a table, information packets, and subject matter experts ready to speak about their services and benefits for Retirees and their Family Members.

The Grafenwoehr RAD has been designed with you in mind. This year's RAD will host an installation event aimed at giving special thanks to our military retirees. Our Armed Forces would not be the best in the world if you hadn't first blazing the trail. Your honorable service and sacrifices has provided our great nation the freedom we enjoy today. The success of the RAD will be defined by hosting an enjoyable event that shows our retirees and their families that we appreciate them for a job well done.

In addition to the 2010 RAD I offer my services to you as the Retirement Services Officer for the US Army Grafenwoehr Military Community. If you are in need of assistance, such as submission of retirement documents, Survivor Benefit Plans (SBP), Report of Death, or records updates, please feel free to stop by the Retirement Services Office (RSO), located on the second floor of building 244 in Grafenwoehr. Hours of operations are Monday – Friday 0730–1200 HRS and 1300-1630 HRS. I can be reached at 09641-838709 or email rsografenwoehr@graf.eur.army.mil. I am looking forward to assisting you in any way I can.

Be sure to remember you are responsible for updating your retired pay file information at DFAS-CL. You can make updates using the KY mailing address below. Make updates with -in one year of changes if you marry, remarry, have a child, become widowed, divorce, and need to change your Survivor Benefits Plan (SBP).

If in receipt of or entitled to SBP/RSFPP annuity, mail to:

Defense Finance and Accounting Service
U.S. Military Annuitant Pay
PO Box 7131
London, KY 40742-7131
Phone: 001800-321-1080 or 001216 522-5955; FAX: 001800-982-8459

If a Retired Reservist not yet 60, mail to:

U.S. Army Human Resources Command –St. Louis
ATTN: AHRC-PAP-A
1 Reserve Way
St. Louis, MO 63132-5200
Phone: 001800-318-5298 or 001314 592-0554; FAX: 001314 592-0582 (ATTN: TLM9V49)

If in receipt of or entitled to retired pay, mail to:

Defense Finance and Accounting Service
U.S. Military Retired Pay
PO Box 7130
London, KY 40742-7130
Phone: 011800-321-1080 or 001216) 522-5955; FAX: 001800-469-6559

(PUT SSN ON ALL PAGES)

For additional information, you can call the Retirement Services Office at 09641-838709 or e-mail rsografenwoehr@graf.eur.army.mil. You can also visit the Grafenwoehr web site at <http://www.Grafenwoehr.army.mil>. For information on retiree services and updates on your benefits you can also visit the retiree website at <http://www.armyg1.army.mil/rsol/>. Be sure and mark **Friday, 22 October 2010** on your calendar. We look forward to sharing this day with you. As always, it is our pleasure to recognize you for your dedication, contributions, and continued support.

Keith G. Harry
Casualty Assistance/Retirement Service Program Manager
USA Garrison Grafenwoehr



Survivor Outreach Services (SOS)

In the last year the Army has introduced a new service, it's called Survivor Outreach Services (SOS). Before when a Soldier died on active duty, or when a retiree died, the Army as-

signed a Casualty Assistance Officer (CAO) to help the Soldier/Retiree's survivors. In many cases once the CAO completed his tasks, the survivor was left on their own.

Now there is the SOS program. When the CAO has done his/her job then it's the responsibility of the Survivor Outreach Services Program to be available for assistance, as needed. The SOS mission is to standardize garrison casualty operation and provide benefit coordinators who are knowledgeable of all entitlements and special benefits available to survivors. SOS is located at Army Community Service. In the USAG Grafenwoehr, the main ACS center is at Rose Barracks (Vilseck) in Bldg 322. The Financial Readiness team has the responsibility to handle SOS, and the first point of contact is the Army Emergency Relief Officer, Mrs. Patricia Mallard. Patricia was chosen for this job for several reasons. She is a German Spouse of an active duty Soldier (currently deployed to Afghanistan). She is fully bi-lingual in both German and English. She is new to ACS (since May, 2010), but she has already attended a 3-day SOS workshop. Please call her whenever you need assistance at 09662-83-2650.

Survivor Outreach Services (SOS)

Seit letztem Jahr bietet die Armee einen neuen Service an, der sich Survivor Outreach Service (SOS) nennt. Bisher war es so: starb ein Soldat während des aktiven Wehrdienstes oder als Ruheständler, beauftragte die Armee einen Casualty Assistance Officer damit, dessen Hinterbliebenen zu helfen. Sobald der Offizier sein Aufgaben abgeschlossen hatte, waren die Betroffenen auf sich selbst gestellt.

Jetzt gibt es neu das SOS-Programm. Wenn der Offizier seine Arbeit abgeschlossen hat, dann wird weitere Unterstützung durch das SOS-Programm angeboten um bei Fragen und Problemen Lösungsmöglichkeiten aufzuzeigen. Das SOS-Proramm befindet sich im Army Community Service (ACS).

Das Hauptzentrum des ACS für den Truppenübungsplatz Grafenwöhr befindet sich in den Rose Barracks (Vilseck) im Gebäude 322. Das Finanzprogramm (Financial Readiness) hat die Zuständigkeit für das neue SOS übernommen. Erste Ansprechpartnerin ist Frau Patricia Mallard, die bereits im Bereich Army Emergency Relief (AER) aktiv ist.

Mit Frau Patricia Mallard finden Sie eine kompetente Fachkraft, die sich auch menschlich sehr für die Belange der Ratsuchenden einsetzt. Als Deutsche ist sie mit einem US-Soldaten verheiratet (dieser befindet sich zur Zeit im Auslandseinsatz in Afghanistan). Sie beherrscht sowohl die deutsche als auch die englisch Sprache fließend. Frau Mallard ist unter 09662-83-2650 zu erreichen.

What is Army Emergency Relief (AER) and what it can do for YOU!!

Established in 1942 by the Secretary of War, Army Emergency Relief is proud to have helped more than 2.9 million soldiers and their families overcome financial emergencies.

Since its birth, AER has always been where soldiers are stationed when they needed help. Though many things have changed over the years, one thing remains constant:

The commitment to our long standing principal of caring for your financial emergency with integrity and professionalism.

While active duty soldiers receive the bulk of AER assistance, AER continually help retired soldiers and widows/widowers also. As many of you know, ARE also

has a robust education scholarship program that provides financial support for both dependent children and spouses.

AER is always there when you need it.

Army Emergency Relief helps the following personnel:

Soldiers retired from active duty because of longevity or physical disability, or retired upon reaching age 60 (Reserve Components) and their dependents.

Widows (ers) and orphans of soldiers who died while on active duty or after they retired.

You can expect these from AER:

An interest-free loan

A grant (an outright gift of funds) if repayment of loan will cause undue hardship or, part loan and part grant

AER Can: Help with emergency financial needs for:

Food, rent or utilities

Emergency transportation and vehicle repair

Funeral expenses

Medical/dental expenses

Personal needs when pay is delayed or stolen

Give undergraduate-level education scholarships, based primarily on financial need, to children of soldiers

AER Cannot:

Help pay for nonessentials

Finance ordinary leave or vacation

Pay fines or legal expenses

Help liquidate or consolidate debt

Assist with house purchase or home improvements

Help purchase, rent or lease vehicle

Cover bad checks or pay credit card bills

German Customs Officials Ease Rules for Military Retirees Shopping at PX, Commissary

HEIDELBERG, Germany — The German Federal Ministry of Finance has eased the rules under which retired U.S. military members, accompanying dependents and surviving dependents can shop in post exchanges and commissaries in Germany, say U.S. Army Europe Office of the Provost Marshal officials. Retired U.S. military members, accompanying dependents and surviving dependents no longer have to report to German customs officials once a month if they don't shop in U.S. facilities. However, German authorities may request a written statement from retirees, unaccompanied dependents and surviving dependents who report no purchases during the entire 12-month validity period of the "pink cards" (Form 0217) they must get from German customs officials before making purchases. With that statement they confirm that no purchases were made and agree for German customs to forward information to U.S. Forces Customs-Europe for verification purposes.

"To qualify for shopping privileges, military retirees first need a form verifying their retired status, which they can get at their local military customs office," explained Iris Hoehenberger, chief of customer service at the USAREUR OPM.

Then, take the verification to the German customs office serving your area of residence," Hoehenberger said, "and you will receive an authorization known as Form 0216 and a German Customs Certificate (the pink card). The pink card and your retiree ID card allow you to buy nonrationed items in exchanges and commissaries in Germany."

Retirees who don't live in Germany but visit Germany for at least 30 days also qualify for the pink card. However, surviving dependents must have their permanent residence in Germany.

German customs will levy 17.5 percent duty on each item that costs less than the U.S. dollar equivalent of 50 euros, OPM officials said. For each item that costs more than 50 euros, they will charge the tariff rate for that particular item plus 19 percent value added tax. German customs can also withdraw a pink card and authorization and take legal action against those who fail to meet their obligations, Hoehenberger added. These shopping privileges are not available to retired civilian employees.

For full details, visit www.hqusareur.army.mil/opm/custom4.htm or call a military customs office.

Mr. Robert Szostek
U.S. Army Europe Office of the Provost Marshal

Proposes Change to aid Veterans Exposed to Agent Orange.

Veterans Affairs has proposed a change that will aid Veterans Exposed to Agent Orange. More than 100,000 Veterans exposed to herbicides while serving in Vietnam and other areas will have an easier path to qualify for disability pay under a proposed regulation published by the VA. This proposal adds three new illnesses to the list of health problems found to be related to Agent Orange and other herbicide exposures. The illnesses are B cell leukemias, such as hairy cell leukemia; Parkinson's disease; and ischemic heart disease. VA encourages Vietnam Veterans with any of these three diseases to submit their applications for compensation now so the VA can begin development of their claims and so they can receive benefits from the date of their applications once the rule becomes final. More than 80,000 of the Veterans will have their past claims reviewed and may be eligible for retroactive payment, and all who are not currently eligible for enrollment into the VA healthcare system will become eligible. The new rule will bring the number of illnesses presumed to be associated with herbicide exposure to 14 and significantly expand the current leukemia definition to include a much broader range of leukemias beyond chronic lymphocytic leukemia previously recognized by VA. Veterans who served in Vietnam during the war and who have a "presumed" illness don't have to prove an association between their illnesses and their military service. This "presumption" simplifies and speeds up the application process for benefits. Other illnesses previously recognized under VA's "presumption" rule as being caused by exposure to herbicides during the Vietnam War are:

- AL Amyloidosis
 - Acute and Subacute Transient Peripheral Neuropathy
 - Chloracne or other Acneform Disease consistent with Chloracne
 - Chronic Lymphocytic Leukemia (now being expanded)
 - Diabetes Mellitus (Type 2)
 - Non-Hodgkin's Lymphoma
 - Porphyria Cutanea Tarda
 - Prostate Cancer
 - Respiratory Cancers (Cancer of the lung, bronchus, larynx, or trachea)
 - Soft Tissue Sarcoma (other than Osteosarcoma, Chondrosarcoma, Kaposi's sarcoma, or Mesothelioma)
- More Information is available at www.publichealth.va.gov/exposures/agentorange.





Mr. Mario Mena
Casualty Program Manager
USAG Grafenwoehr
 USAG Grafenwoehr Casualty Services provides prompt reporting, dignified and humane notification, and efficient, thorough and compassionate assistance to the surviving family members and beneficiaries of retirees. Our professional, trained staff take great pride in providing service to USAG

Grafenwoehr's retiree community. We can assist in the processing off SBP, DIC, CRDP and CRSC claims as well as providing many other services. If you are a surviving family member of a U.S. Army retiree residing in our garrison area and require assistance in applying for benefits or need to report the death of a retiree please contact us. Casualty Assistance and Retirement Service are located in Grafenwoehr Bldg 244, Second floor Room 239, or call Civ: 09641-838709 DSN: 475-5709 or email rsografenwoehr@graf.eur.army.mil.

You May Be Eligible For The Post 911 GI Bill

The new Post 9/11 GI Bill, which went into effect on August 1, 2009, and it provides education benefits for service members who have served on active duty for 90 or more days since Sept. 10, 2001. These benefits are tiered based on the number of days served on active duty, creating a benefit package that gives current and previously activated National Guard and Reserve members the same benefits as active duty service members.

These new education benefits include the following:

Up to 100% Tuition and Fee Coverage

A Monthly Living (Housing) Stipend

Up to \$1000 a year for Books and Supplies

A One Time Relocation Allowance

The Department of Veterans Affairs is currently accepting applications for the Post-9/11 GI Bill. Once the VA has received your application they will determine your eligibility for the Post-9/11 GI Bill, and issue you a Certificate of Eligibility. You can apply using the **VA Form 22-1990** or by using the Veterans online application (VONAPP) at www.va.gov.



How Are Retirees Covered by TRICARE Overseas?

Retired U.S. service members and their families living overseas are covered by TRICARE Standard until they turn 65. At age 65 the retiree becomes eligible for Medicare Part B. When you become eligible for Medicare Part B, you must enroll to be eligible for TRICARE for Life. There are no premiums or enrollment fees for TRICARE Standard or TRICARE for Life. However, to be eligible for TRICARE for Life, you must enroll in Medicare Part B and pay the monthly Part B premium. TRICARE Standard and TRICARE for Life beneficiaries must meet an annual deductible of \$150 per person or \$300 per family before TRICARE begins paying benefits. After the deductible is met, beneficiaries pay a 25 percent cost share for most services. TRICARE Standard and TRICARE for Life beneficiaries may be seen at Military Treatment Facilities on a space-available basis. You can check availability by contacting your local MTF appointment line. TRICARE Standard and TRICARE for Life beneficiaries may also visit host nation providers without a referral or care authorization for most services (morbid obesity surgery, plastic or cosmetic surgery, and inpatient mental health are three notable exceptions). You may need to pay for care and file a TRICARE claim for reimbursement. Some Military Treatment Facilities that have the capacity to provide primary care to retirees may offer TRICARE Plus. This program offers priority access to primary care services at the local MTF. For additional information contact your local TRICARE Service Center.

TRICARE Service Center in Germany:

Bamberg: 0951-300-7420/7897 | DSN 469-7420/7897

Baumholder: 06783-6-6570/8089 DSN 485-6570/8089

Geilenkirchen: 02451-99-3400

Grafenwöhr: 09641-83-7152/8589 | DSN 475-7152/8159

Heidelberg: 06221-17-2362/2363 | DSN 371-2362/2363

Hohenfels: 09472-83-4528/4538 | DSN 466-4528/4538

Illesheim: 09841-83-4512/4588 | DSN 467-4512/4588

Katterbach: 09802-832-2353 | DSN 467-2353

Kleber: 0631-411-6358 | DSN 483-6358

Landstuhl RMC: 06371-86-6374/6375 | DSN 486 6374/6375

Mannheim: 0621-730-9555/4046 | DSN 380-9555/4046

Ramstein: 06371-46-2616 | DSN 479-2616

Schweinfurt: 09721-96-6638 | DSN 354-6638

Sembach: 06302-67-6396 | DSN 496-6396

Spangdahlem: 06565-95-8122 | DSN 452-8122

Stuttgart: 0711-680-7398/7408 | DSN 439-7398/430-7408

Vilseck: 09662-83-2026/2000 | DSN 476-2026/2000

Wiesbaden: 0611-705-7318/5248 | DSN 337-7318/5248



TRICARE Retiree Dental Program



The Enhanced-Overseas TRICARE Retiree Dental Program

With the second year of the new contract in full swing, Delta Dental takes this opportunity to remind retired service members living overseas about the dental benefits available to them under the TRICARE Retiree Dental Program (TRDP).

Effective October 1, 2008, retired Uniformed Service members and their families who reside permanently overseas became eligible to enroll in the Enhanced-Overseas TRDP for access to their program benefits anywhere in the world.

Overseas retirees and eligible family members may enroll in the Enhanced-Overseas TRDP anytime by accessing the web site at www.trdp.org or calling Delta Dental toll-free by dialing their country's AT&T USADirect Access Number + 866-721-8737.

The Enhanced-Overseas TRDP carries a \$50-per-person-per-year deductible with a family cap of \$150 and an annual maximum of \$1,200 per person against which preventive and diagnostic services are not counted. Coverage for these services as well as for basic restorative, periodontic, endodontic, oral surgery and dental emergency services is available immediately upon the effective date of coverage (the first of the month following enrollment).

Crowns, bridges, full and partial dentures, orthodontics and many dental implant services are available after only 12 months of continuous enrollment, payable at 50 percent of the amount allowed by the TRDP.

Premium rates for enrollees in the Enhanced-Overseas TRDP are based on the enrollment option selected (i.e., single enrollment, two-person enrollment, or family enrollment of three or more persons) and are subject to adjustment on October 1 of each contract year (October 1 through September 30). Current premium rates for enrollees in the Enhanced-Overseas TRDP are available by entering ZIP Code "00000" on the TRDP web site's Premium Search page (www.trdp.org/pro/premiumSrch.html) or by contacting Delta Dental at the toll-free number listed above.

Enrollees in the Enhanced-Overseas TRDP can visit any licensed dentist of their choice. While Delta Dental does not maintain a dentist network overseas, enrollees who do not already have an overseas dentist can access an extensive list of dentists and dental clinics in virtually every country in the world through Delta Dental's free international referral service as well as by using the online Host Nation Provider search tool.

Enrollees who need to locate an overseas dentist may call the international referral service toll-free from inside the U.S. collect from anywhere in the world at 001312-356-5971. Multi-lingual assistance coordinators are available 24 hours a day, 365 days a year to help enrollees find a dentist overseas.

Enhanced-Overseas TRDP enrollees may also select a dentist for their overseas dental care by using the Host Nation Provider search tool available on the TRDP web site's Enhanced-Overseas Resources page (www.trdp.org/enr/overseas.html). This list is updated regularly, so enrollees seeking dental care overseas should check the web site frequently for the most current list of available dentists. It is important for Enhanced-Overseas TRDP enrollees to note that the international referral service and the Host Nation Provider search tool are provided only as convenient and quick ways for locating a dentist overseas and that the dentists listed therein are neither contracted nor otherwise affiliated with Delta Dental.

Of course, enrollees in the Enhanced-Overseas TRDP who obtain any of their allowable services within the TRDP service area can always seek care from a TRDP participating network dentist if available.

For services provided by an overseas dentist, Enhanced-Overseas TRDP enrollees will need to pay in full at the time of service and should obtain a detailed receipt. To be reimbursed, enrollees must submit their claims directly to Delta Dental and include a copy of the receipt. Delta Dental will convert the fees to U.S. dollars and make payment directly to the enrollee in U.S. dollars based on the date of service.

Details on how to submit overseas TRDP dental claims to Delta Dental are provided in the Enhanced-Overseas TRDP supplemental guide that was included with their Benefits Booklet, or by visiting the TRDP website's Enhanced-Overseas Resources page. Enrollees can also download and print an Enhanced-Overseas TRDP claim form from the web site or make copies using the blank claim form provided in the supplemental guide.

More detailed information about the Enhanced-Overseas TRDP is available by visiting the Frequently Asked Questions section on the web site at www.trdp.org/enr/osfaq.html, through the local RAO, or by calling Delta Dental's special international toll-free number, 001866-721-8737.

TRICARE Dental Retiree Eligibility

Applicants for the Enhanced-Overseas TRDP must meet the eligibility requirements for enrollment in the Enhanced TRDP and must reside permanently outside the 50 United States, the District of Columbia, Puerto Rico, Guam, American Samoa, the U.S. Virgin Islands, the Commonwealth of the Northern Mariana Islands, and Canada.

Claims Submission and Payment

For services provided by an overseas dentist, Enhanced-Overseas TRDP enrollees will need to pay in full at the time of service and should obtain a detailed receipt. To be reimbursed, enrollees must submit their claims directly to Delta Dental and include the dentist's full name, address (including city and country), phone number and/or e-mail address, services performed and a list of the teeth treated. Delta Dental will convert the fees to U.S. dollars and make payment directly to the enrollee in U.S. dollars based on the date of service. Enhanced TRDP benefits are not assignable to dentists overseas. Enrollees can download and print an Enhanced-Overseas TRDP claim form from the TRDP web site at www.trdp.org. A blank claim form that can be photocopied is also included with this supplement. The claim form must be completed, signed and submitted, along with the detailed original receipt obtained from the dentist, to Delta Dental at the following address: Delta Dental of California Federal Services Division PO Box 537006 Sacramento, CA 95853-7006 United States of America

The claim form should include the enrollee's/patient's current address and phone number and/or e-mail address so Delta Dental can contact you with any questions.

Contact Information

Telephone Inquiries (International Toll-Free): (AT&T USADirect Access Number*) + 866-721-8737 24 hours a day, 7 days a week **For assistance with international dialing instructions, please visit www.usa.att.com/traveler/index.jsp*

Written Inquiries: Delta Dental of California Federal Services PO Box 537008 Sacramento, CA 95853-7008 United States of America

Online Inquiries: www.trdp.org

Claims Submission: Delta Dental of California Federal Services PO Box 537006 Sacramento, CA 95853-7006 United States of America

TRDP Web Site: www.trdp.org

Think Medication Safety

Ten things you should know concerning each of your medications:

- The **name** of the medication
- The **use** of the medication and the **reasons** you are taking it
- **How long** to expected to take the medication
- How to use the medication and any **special directions**

• What **effect** you should expect from taking the medication and **when** you should expect that effect to happen

• What to do if you **miss a dose**

• The significant **side effects**, things to do to avoid them and what to do if you experience one

• The **significant interactions** that could happen (for example, drug - drug, drug - food, drug - herbal products) and how to avoid them

• Special **precautions** you may need to know

• Proper **storage** and **disposal** of unused medications

The Pre-Discharge Program

The Pre-Discharge Program is a joint Department of Veterans Affairs (VA) and Department of Defense (DoD) program that affords service members the opportunity to file claims for disability compensation up to 180 days prior to separation or retirement from active duty or full time National Guard or Reserve duty (Titles 10 and 32). The four components of the Pre-Discharge Program are:

-Benefits Delivery at Discharge (BDD)

-Quick Start

-Disability Evaluation System (Pilot program)

-Seriously Injured/Very Seriously Injured (SI/VSI)

It has been made it easier for you to file a Pre-discharge claim. Complete the new two page VA Form 526c, Pre-Discharge Compensation Claim and submit it with your service treatment records (originals or copies) to the VA location nearest to you.

In Germany the Benefits Delivery at Discharge (BDD) Office is located in the Landstuhl Regional Medical Center (LRMC) Bldg 3700 Room 214

Phone: DSN 486-8028 or CIV 06371-86-8028 or (0049-6371-86-8028 Outside Germany)

Fax: DSN 486-7886 or CIV 06371-86-7786 or (0049-6371-86-7786 Outside Germany)

Email: GermanyBDD.vbapit@va.gov

The Benefits Delivery at Discharge (BDD) Office in Landstuhl, Germany, accepts Pre-discharge claims from active-duty servicemembers stationed in Europe, Africa and the Middle East. Servicemembers must be within 180 days of their effective separation or retirement date and be able to schedule and report to all necessary examinations at LRMC.

Servicemembers stationed within the Kaiserslautern Military Community (KMC) should visit the Landstuhl BDD Office and submit their application package (VA Form 21-526c, service treatment records) in person. Walk-ins are accepted Monday through Friday from 1000-1500 hrs.

Servicemembers stationed outside the KMC, can participate in the BDD or Quick Start Programs through the "Fly-in" claim process. The Fly-in claim process reduces the necessary travel by allowing servicemembers to submit applications by fax or e-mail. Participants are required to make just one trip to Landstuhl to complete a physical examination.



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Contact your local Customer Service Officer at 475-8881 or lisa.laliberte@us.army.mil

Military Personnel / DEERS ID

If you are a retiree or the dependent of a retiree, DEERS registration is the key to getting your TRICARE eligibility established and benefits started. DEERS, better known as the ID Section, is a computerized database of military sponsors, families and others worldwide who are entitled under the law to TRICARE benefits.

Active-duty and retired service members are automatically registered in DEERS. You must take action to register your family members and ensure they're correctly entered into the DEERS database. Mistakes in the DEERS database can cause problems with your TRICARE claims. It is critical to you and your family to update and maintain your DEERS information.

You can verify your DEERS information by contacting your local TRICARE service center or the nearest ID card facility. Sponsors or registered family members may make address changes. Only the sponsor can add or delete a family member from DEERS. Remember proper documents are required such as a marriage certificate, divorce decree and/or birth certificate when updating your DEERS information:

When you retire it's your responsibility to make sure DEERS reflects your change from active duty to retiree status. Any changes that impact you or your family (e.g., marriage, birth, divorce, death) need to be reported as soon as possible to ensure eligibility starts or stops under DoD and Service guidance. Delays in updating DEERS may a break in eligibility and health care coverage.

If you or a family member is Medicare-eligible, entitled to Part A and enrolled in Part B, DEERS must be updated to reflect MEDICARE Part A and B status to retain TRICARE coverage. When you turn 65, the medical section of your military ID card may also need to be updated.

For additional information visit your local ID Card Center or contact the Defense Manpower Data Center Support Office (DSO) at 1-800-538-9552. You can find the nearest ID Card Center at: <http://www.dmdc.osd.mil/rsl/>. You can also fax address changes to DEERS at 1-831-655-8317. Mail the address change to the Defense Manpower Data Center Support Office, ATTN: COA, 400 Gigling Road, Seaside, CA 93955-6771.

DEERS ID Section Operational Hours by Appointment:

ID Card office at Grafenwoehr:

Located in building 244, first floor

Open Monday through Friday

0800-1130 for walk ins

1300-1530 by appointment only

DSN 475-6550 or 475-7654

comm. 09641-836550 or 09641-837654

ID Card office at Vilseck:

Located in building 215

Open Monday through Friday

0800-1130 for walk ins

1300-1530 by appointment only

DSN 476-2231 or 476-3260

comm. 09662-832231 or 09662-833260

Taking SSNs off ID Cards

We reported a year ago that the Defense Manpower Data Center (DMDC) was in the process of eliminating Social Security Numbers (SSN) from all ID cards. This initiative has been put on hold, pending further review. For Retirees, this means that your Social Security will remain on your ID card and your dependents' ID cards. As soon as this situation changes, it will be reported it in *Army Echoes* and in the Current News section of the retiree homepage www.armyg1.army.mil/rso/docs/currentnews.pdf.



Retired Army Decal and Pin:

Can be purchased at the Retiree corner of your nearest AAFES stores or online at <http://www.aafes.com>, click on "Exchange Online Mall", choose USPT Gear, then choose Retired gear. You will need to log on.

Replacing DD Form 214s

For a military discharge (DD Form 214), you can request it on line: www.retrecs.archives.gov. You can also fax a request to NPRC at (314) 801-9195 or mail a request to: National Personnel Records Center, Military Personnel Records, 9700 Page Avenue, St. Louis, MO 63132-5100. All requests must be signed and dated by the veteran or next-of-kind.

Combat Related Special Completion (CRSC) vs. Concurrent Receipt Disability Pay (CRDP)



Combat Related Special Completion (CRSC) and Concurrent Receipt Disability Pay (CRDP) were created to offset the money taken out of military retired pay through a Veterans Administration (VA) waiver. If you are receiving military retired pay, and that retired pay is being reduced by a VA waiver, you could be eligible for one or both of these programs. CRSC is

considered special pay for combat related disabilities. CRSC is NOT subject to the rules and regulations governing military retired pay. CRDP is restored retired pay for service connected disabilities. CRDC is subject to all the same taxes and division as your retired pay. This includes Uniform Services Former Spouse Protection Act (USFSPA) and the division of with a former spouse.

In order to meet the basic eligibility for CRSC you must be an Active Duty, Reserve, or National Guard member with 20 years of credible service, medical retiree, or a TERA retiree. You must have a 10% or greater VA rated injury that is combat related. Receiving military retired pay that is currently being reduced by VA disability pay. Exceptions are Reserve members who have more than 15 but less than 20 years of service and retired with physical disabilities not incurred in the line of duty under section 12731b of Title 10 USC, are not eligible.

Under the DoD program guidance, a combat-related disability or injury is the result of: Actual combat, Purple Heart injuries or conditions verified as happening during actual combat operations. Simulating War, such as Special Forces training exercises, combat confidence course or lanes training, or other training which is used to prepare for combat. Hazardous Service, such as aerial flight, parachute duty, demolition duty, experimental stress duty, and diving duty. Also includes illness or injuries incurred by Instrumentalities of War, such as tanks, grenade simulators, military planes, and other equipment unique to the military.

The basic eligibility for CRDP you must be an Active Duty, Reserve, or National Guard member with 20 years of credible service, medical retiree, or a TERA retiree. You must have a 50% or greater VA related injury that is service related. Receiving military retired pay reduced by VA disability pay.

Some retirees could be eligible for both programs. Which one will benefit the retiree the most is going to be a very individualized decision. DFAS handles all payments of both programs and looks at retirement pay, disability percentage, offset, and more before any dollar amounts are decided. The retiree should review their individual situation along with the differences between the programs to make the most educated decision.

To receive Combat Related Special Compensation you must submit your application ([DD form 2860](#)), through your parent military service branch. Each service branch has the authority to determine your eligibility.

For questions on CRSC, please contact the CRSC Service Center at 001-866-281-3254 or E-mail:

crsc.info@us.army.mil. For questions on CRDP or open season, please contact DFAS at 001-800-321-1080 Website: www.dfas.mil. For more information on how to apply contact your parent military service branch:

☐ **ARMY:**

Department of the Army
U.S. Army Physical Disability Agency
Combat-Related Special Compensation (CRSC)
200 Stovall Street
Alexandria, Virginia 22332-0470
Toll-free: 1-866-281-3254
Hours: 8am - 8pm EST
E-mail your questions to:
CRSC.info@us.army.mil
Or visit: <http://www.crsc.army.mil>

☐ **NAVY AND MARINE CORPS:**

Department of Navy Naval Council of Personnel Boards
Combat-Related Special Compensation Branch
720 Kennon Street S.E., Suite 309
Washington Navy Yard, DC 20374-5023
Toll free 1-877-366-2772
Or visit the [Navy CRSC Review Board](#) website.

☐ **AIR FORCE:**

United States Air Force Personnel Center
Disability Division (CRSC)
550 C Street West, Suite 6
Randolph AFB, TX 78150-4708
(Toll Free 1-800-616-3775)
Fax: 1-210-565-1101
E-Mail: afpc.dppdc.afcrsc@randolph.af.mil
Or visit the [Air Force CRSC](#) website

☐ **COAST GUARD:**

Commander (adm-1-CRSC)
U.S. Coast Guard
Personnel Command
4200 Wilson Blvd
Arlington VA 22203



Army Lodging / Tower Inn 09641-831700

Arlington National Cemetery Tel. 001703-607-8585
www.arlingtoncemetery.org

Army Career and Alumni Program (ACAP)
www.grafenwoehr.army.mil/acap.asp

Army Community Service
www.grafenwoehr.army.mil/sites/mwr/acs.asp

Army Emergency Relief (AER) Grafenwoehr
096418383871 or Vilseck 09662-832650

Army Air Force Mutual Aid Association
001800 336-4538 www.aafmaa.com

American Red Cross www.redcross-eu.net

Casualty Assistance Office (Grafenwoehr) 0964-183-8539 rsografenwoehr@graf.eur.army.mil

Chaplain (Grafenwoehr) 0162-296-0838

Civilian Personnel Office 09641-83-1630
<http://cpolrhp.belvoir.army.mil/eur/cpac/grafenwoehr/>

Commissaries Grafenwoehr 09641-869402
Vilseck 09662-832428 www.commissaries.com/

DFAS Toll Free from Germany 001-800-589-1634

Federal Benefits Unit American Consulate
Phone 49-69-7535-2440 fax 49-69-749352
<http://FBU.Frankfurt@ssa.gov>

39th Finance 244 Rm 214
Rm 213 Cash Cage 09641-837286/6619

USA Garrison Grafenwoehr Home Page
www.grafenwoehr.army.mil

Grafenwoehr Army Medical Clinic
49-9641-83-7152
www.healthcare.hqusareur.army.mil
Pharmacy 49-9641-83-7431 Refills 00800-7446-2500

Grafenwoehr PX 09641-9363100

ID Card/ DEERS (Grafenwoehr) 09641-836550 or
09641-837654 (Vilseck) 09662-832231
www.grafenwoehr.army.mil/

Military Funeral Honors
<http://www.militaryfuneralhonors.osd.mil>

Military Police Vilseck 09662-832490

National Society of Military Widows
Tel. 1-800-842-3451, extension 3009
<http://militarywidows.org>

Legal Assistance (Grafenwoehr) 09641-83-7114
Income tax Office 09641-839258 or 09641-83779
Legal Assistance (Vilseck) 09741-83-2289
Income tax Office 09662-832714

Pharmacy Benefits Retail 001866 363-8779
www.express-scripts.com

Pharmacy Benefits Mail Order 001866 363-8667
www.express-scripts.com

Retirement Service Officer www.armygl.army.mil
Local POC: 0964-183-8709 DSN: 475-8709
rsografenwoehr@graf.eur.army.mil

Ramstein Air Base 06371-47-9196 www.ramstein.af.mil/

Survivor Outreach Services Benefit Coordinators
06202-808610 or 06202-806560

Servicemembers' Group Life Insurance (SGLI)
001-800-419-1473 Fax. 001-800-236-6142
Claims Fax. 001-877-832-4943
<http://www.insurance.va.gov>

Tricare 09641-83-7152/8393
www.tricare.mil/MTF/facility.aspx?fid=228

Pre-Retirement/Separation 09662- 832055
<http://www.grafenwoehr.army.mil/acap1.asp>

Tragedy Assistance Program for Survivors (TAPS)
Tel. 001-800-959-8277 <http://www.taps.org>

US Customs Grafenwoehr 09641-867249
US Customs Vilseck 09662-832105/2104

Veterans Benefits Administration (USA)
Tel. 001-800-827-1000TDD 001-800-829-4833
<http://www.va.gov>
Financial Point: 1-888-243-7351 Montgomery GI Bill/VEAP
Refund: 001-888-442-4551 Survivor's Benefits: 001-800-827-1000
<http://www.vba.va.gov/survivors/index.htm>

Voting Assistance www.fvap.gov
For local assistance or questions email
Votingassistance.grafenwoehr@eur.army.mil

Wounded Soldier and Family Hotline 001800-984-8523

Retirement Services Office
USAG Grafenwoehr
Unit 28130
APO AE 09114-8130

Postage and Fees Paid
US Department of Defense

Official Business



USA Garrison Grafenwoehr
Retirement Appreciation Day (RAD)



Friday October 22, 2010

Ceremony Starts at 9:00 AM

Bldg 244 Main Lobby

Additional Information Inside

